

	18 Surveys received								
	March, 2007	Poor					Excellent		
		1	2	3	4	5	6	N/A	
1	Prompt Service	1		1	1	4	11		
2	Willingness to help you		1			6	11		
3	Accuracy	1				4	12		
4	Knowledge	1				3	17	1	
5	Courtesy				2	2	14		
6	Individualized attention			1	1	4	11	1	
	Front Counter								
7	Our telephones were answered promptly				1	5	5	5	
8	Our office hours are convenient				3	2	5	6	
	Plan Exam								
9	Phone calls were returned in timely manner				1	2	4	8	
10	Our forms are understandable				2	1	6	6	
11	Our correspondence is understandable	1			1	3	6	4	
	Inspection								
12	Our Inspectors are accessible	1			2	5	9		
13	Our inspection hours are convenient			1	2	4	9	1	
	TOTALS	5	1	3	16	45	120	32	222
	Percentage	2%	0%	1%	7%	20%	54%	14%	

Department of Building Inspections Customer Survey Comments

WHAT DID WE DO WELL?

Your people performed very well!!

All around staff were friendly. (sic)

Inspector on time. (sic)

Replaced a field inspector with a friendly and helpful inspector.

Courteous Inspections: 8/21/06 electrical and 8/22/06 mechanical.

Joy and Rick Faulkner were very helpful and understanding. Thanks for all the help.

Prompt, courteous and fast.

Setting the appointments by phone was convenient. Inspectors were thorough and knowledgeable and courteous. Inspectors arrived during the correct agreed time frame.

Made promises and kept them followed through with installing co. on time – presentable – nice. (sic)

Gave additional information.

WHAT CAN WE DO BETTER?

Over all I was satisfied.

Create a better communication avenue between the various departments; Building – Engineering – MSD – etc.

1. It took 6 1/2 months for your dept. to send the form letter that our HVAC installation passed electrical and mechanical inspections (08/21/06 & 08/22/06). 2. Train your inspectors to do both electrical & mechanical inspections. The time & fuel savings would be significant. (sic)

Your files were incomplete. Work was inspected in 03 + you came out to bother me in 07 because your records did not show that. I was promised a call I have yet get. You were late for a meeting at location that you set up. Cost me 2 1/2 hours. (sic)

WHAT CAN WE DO BETTER? (Con't.)

Had to take off work – would be nice if hours were 8 am to 6 pm. (sic)

I didn't like having to call twice to find out the time of inspection.

Nothing.

Same inspector should do the follow-up inspection also.